(c) to (e) Blocks are being allocated to private sector companies as per the provisions of the Coal Mines (Nationalisation) Act, 1973 for specified end uses. A Bill, namely, the Coal Mines (Nationalisation) Amendment Bill, 2000, was introduced in the Rajya Sabha to amend the Coal Mines (Nationalisation) Act, 1973. The amendment Bill seeks to allow an Indian company to undertake coal mining without the present restriction of captive end use.

Intimidation of subscribers by telecom operators

1838. SHRI B.K. HARIPRASAD: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether on the lines of banks and credit card companies engaging recovery agents, the telecom operators have also employed recovery agents, who intimidate subscribers for paying up their dues;

(b) whether many such telecom operators have engaged junior lawyers to threaten subscribers with non-bailable warrants, if they don't pay up the dues;

(c) whether the Telecom Regulatory Authority of India (TRAI) has asked for details from telecom operators of methods used by them for recovery of dues; and

(d) whether the call data records of subscribers are being shared with the recovery agents?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Telecom Service Providers, in certain cases, unable to recover the outstanding dues outsource the work of recovery of dues to recovery agents.

(b) Telecom operators hire/engage lawyers to initiate legal proceedings for recovery of disputed outstanding dues.

(c) Yes, Sir.

(d) As per reports received from the service providers, the call data records are not shared by mobile companies with the recovery agents.

Losses incurred by MTNL

1839. SHRI ABU ASIM AZMI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government are aware that Mahanagar Telephone Nigam Ltd. (MTNL) Delhi is running into losses;

(b) if so, the reasons therefor alongwith the time since when it has been running in losses;

(c) the amount of loss incurred during each year of the last loss making financial year; and

(d) the steps taken/proposed to be taken to improve the situation?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. MTNL as a whole has earned profit of Rs.681.74 crores in 2006-07. However, MTNL Delhi Unit has incurred a loss of Rs.4.59 crores in 2006-07.

(b) The main reason for the loss in Delhi Unit is the stiff competition and reduction in landline. A large number of connections in MTNL Delhi are from legacy system requiring fixed costs to maintain, which are difficult to reduce (being committed payments). This is the 1st year in which Delhi Unit has exhibited operational loss.

(c) Loss incurred is Rs.4.59 crores in Delhi Unit for the year 2006-07, for the first time.

(d) The following steps have been taken to improve the situation.

- Introduction of various schemes to attract new landline subscribers and sustaining existing landline base.
- More emphasis on-adding GSM and Broadband connections.
- Bringing Delhi and Mumbai units under 95 dialing facility (local call).
- Introduction of flexible tariff policies.
- Rationalization of expenditure to reduce Administrative and Operative cost.
- Implementing Voluntary Retirement Scheme (VRS) to reduce staff cost.
- Overseas operation as an operator.

Norms for timely delivery of mails

1840. SHRI MOTIUR RAHMAN: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Department of Posts (DoP) has formulated any norms in the matter of delivery of mails;

(b) if so, the details thereof;

(c) whether only 55 per cent of mail is being delivered within the prescribed norms of delivery; and

(d) if so, the steps taken by DoP to enhance its efficiency in terms of timely delivery of mail to improve customer satisfaction?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) Department of Posts has fixed norms for delivery of mail across the country, and has widely circulated it for information of the public. A copy of norms for delivery is given in the Statement-I *(See* below).